

**Arizona Department of Real Estate (ADRE)
Education Advisory Committee (EAC)
Meeting Minutes**

Tuesday
March 21, 2017
1 p.m. – 3 p.m.
Arizona Department of Real Estate
Commissioner's Conference Room
2910 N. 44th Street
Phoenix, Arizona 85018

- I. Call to Order
Commissioner Lowe called the meeting to order at 1 p.m.

II. Introductions & Welcome

Members present:

Marti Barnewolt
J. Robert Eckley
Barb Freestone
Evan Fuchs (telephonically)
Scott Goddard
Jim Hogan
Laura Kovacs
Becky Ryan (telephonically)
Mary Sand
Patrick Sheahan
Kelly Zitlow

Absent:

Holly Eslinger
Jon Kichen
Amy Swaney

ADRE Representatives present:

Judy Lowe, Commissioner

Louis Dettorre, Deputy Commissioner (DC)

Carla Randolph, Asst. Commissioner Licensing Services/ CIO

Jim Williams, Education Auditor

Abby Hansen, Customer Service Representative

Public:

Tyler Lee, Eckley & Associates

III. Approval of September 26, 2016 Meeting Minutes

Commissioner Lowe asked for a Motion to approve the September 26, 2016 Meeting Minutes. Upon a motion by Member Freestone, seconded by Member Eckley, the Minutes of the September 26, 2016 meeting were unanimously approved.

IV. Industry/Legislative/ADRE Update - Judy Lowe, Commissioner

- Commissioner Lowe shared with the EAC the “Governor’s Good Government” award recently received from the Governor in recognition and appreciation for delivering demonstrable value to the Arizona Real Estate Industry.
- Reviewed Governors Ducey’s roadmap and primary focus
 - 1) Member Eckley asked if all members could have a copy of the roadmap.
- Licensing walk-ins have been reduced by 35% since the online licensing began
- The Department is currently at 84% usage of the online new licensee applications
- ADRE has been on a campaign to get current updated email addresses for all licensees
- ASU is implementing a minor’s program in Real Estate. Bill Gray is one of the instructors at ASU. The program will include pre-licensing real estate education.

Deputy Commissioner Dettorre provided the following updates;

- A brief update on the HOA dispute petition process
- 2018-2022 Strategic Plan has been completed and posted to the ADRE website

- ADRE is actively conducting a customer service survey via links on the ADRE website and on employee's emails. DC Dettorre provided a sampling of some of the responses. A survey will be sent out to EAC members following the meeting
 - There is a new email blast system for sending late breaking news and the bulletin
 - ADRE launched a twitter account @AZDeptRE
 - DC Dettorre gave a brief overview on the four bills currently in legislature impacting the Department.
HB2039 Finders fees; apartment tenants
HB2072 Manufactured homes; real estate transactions
HB2067 Real estate licensing; exception; assistants
SB1060 Homeowner's dispute process
DC Dettorre referred all to the AZ Legislature website www.azleg.gov for more information on bills
- Member Sheahan mentioned two commercially oriented bills; SB1198 and HB2904 revolving around Americans with Disability Acts lawsuits. It was suggested that Member Sheahan issue a warning.
- Jim Williams stated he has received a few calls regarding ADA accessibility at the schools.
- ADRE's Arizona Management System Self Assessments overview which include success reports sent to the Governor
 - Increased stakeholder engagements with the real estate community, i.e. Development Services Lunch & Learn, customer survey's and Testing Vendor day.
 - Technology improvements within the department.
 - Development of REALM 2, improving efficiencies within Divisions.
 - Reviewing of substantive policy statements
 - The agency specific fundamentals map will be completed in the next couple of months
 - Arizona Mexico Commission Plenary is on June 1st and 2nd 2017 at Omni Scottsdale Resort & Spa at Montelucia. DC Dettorre will send out information on how to attend.

Member Sheahan stated that this event is well worth attending.

V. Follow-up to Request from the Real Estate Advisory Board in August 10, 2016
Advisory Board Meeting Minutes

No Action required of the EAC now.

Member Sheahan asked where the statutory requirement for authority to require IDW's is. Asst. Commissioner Randolph referred to the Substantive Policy Statement 2015.01 where IDW's are addressed.

Member Hogan stated if the Department put their weight behind IDW's more individuals would attend.

Member Sand asked if the Department could issue a list of instructors who have completed IDW's.

Member Fuchs stated there may be a benefit with collaborating with the Arizona Association of Realtors® and their Broker hotline.

Member Freestone stated it would be the Broker Brief Webinars and there are currently four free webinars planned for instructors.

VI. Volunteer Monitor Program Update – Jim Williams

- Volunteer Monitor program gave an orientation for about 15 new recruits and since DC Dettorre tweeted about the program he has received 35 more volunteer inquiries.

Education processes on average about 6 to 10 new schools per year. Six new schools have been approved since the 1st of the year and expect 8 to 10 applications by the end of April.

Education has been averaging 100 applications per month, mostly course and instructor, but as seen about a 50% increase since the 1st of the year.

VII. School Supervision Audit Declaration Update- Jim Williams

- Missing about 25 audits to date.
Member Hogan suggested developing a survey that class attendees can take online once they complete a class. Member Freestone stated the Arizona Association of Realtors® has an education review site open to anyone. <https://www.aaronline.com/increase-knowledge>

VIII. Update on Pearson VUE (Pre-licensure Testing Vendor)

- March 2, 2017 was Industry Day with approximately 25 Education schools attending. A PowerPoint handout from the program was distributed to EAC members.

- Pearson VUE will be opening another test center, however the location has not yet been disclosed.

IX. Review Education/Licensing Division Monthly Reports – Carla Randolph

- AC Randolph distributed monthly statistical reports
 - 952 education applications were processed FY17 thus far
 - There are currently 208 schools and 862 instructors
- Member Freestone asked for a breakdown of online/live courses to be included in the monthly report

X. Upcoming

- Commissioner Lowe has requested that the PC/PLLC application process be another process that can be completed online. The Department IT manager will develop and implement it.

XI. Next EAC Meeting: Proposed new dates

Time 10-Noon

June 14, 2017

September 7, 2017

December 6, 2017

XII. Other Matters

- Member Hogan suggested that the following be added to the agenda for the next meeting;
Member Hogan feels that 53% of online classes are not quality classes. Becky Ryan stated there needs to be a focus placed on distance learning and the feasibility of a Certified Distance Education Instructor (CDEI) designation by ADRE

XIII. Call to the Public

- None

XIV. Adjournment- Motion to adjourn by all 3 p.m.

Members of the Education Advisory Committee will attend either in person or by telephone conferencing.